GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:2007
ANSWERED ON:12.12.2008
SAFETY AND SECURITY OF LOCKERS
Barman Shri Ranen

Will the Minister of FINANCE be pleased to state:

(a) whether the banks are not providing adequate safety and security to the customer`s valuables kept in their lockers;

(b) if so, the details thereof and reasons therefor;

(c) whether any survey has been undertaken on bank`s lockers security;

(d) if so, the details of the discrepancies found therein; and

(e) the steps taken by the Government regarding safety and security of valuables kept in lockers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE(SHRI PAWAN KUMAR BANSAL)

(a) & (b): Reserve Bank of India (RBI) have issued detailed guidelines to banks for ensuring safety of their lockers and safeguarding the interests of locker holders.However,certain instances of theft/attempted thefts have been reported by the banks during the last two years which are as under:

Year	Name of bank and branch	Details
2006-07	(i) Allahabad Bank, Garia, Dist. Kolkata, West Bengal.	One locker was dented.There was nothing in the locker.
	(ii) State Bank of India,New Ballygunj, West Bengal.	One locker cabinet was broken and contents stolen.
2007-08	(i) Canara Bank,Kamalanagar, Agra branch.	Attempt was made to break open a locker. The locker was found empty.There was no claim from the locker holder.

(c) to (e): RBI has reported that they have not undertaken any survey on banks` locker security. However,RBI had issued a circular to all commercial banks in March, 2001, elaborating therein the relationship between the banks and the locker holders and advising the banks that it would be their responsibility to ensure that the lockers remain safe and shortcomings or negligence in the matter of safeguarding the lockers would render the bank concerned liable to claims by the locker holders. Also, in April, 2007 guidelines have been issued on issues like customer due diligence, security aspects, access to the safe deposit lockers etc.